



Feature: Customer Service Representative



CUSTOMER SERVICE REPRESENTATIVE

GS-962-5

If you enjoy dealing with people and like variety and flexibility in your work, we have a job for you in multiple locations across the country! Customer Service Representatives work with a wide range of people from individual taxpayers, to attorneys or CPAs either over the phone or face-to-face. You will be trained to use sophisticated interviewing techniques in order to give the best advice. Customer Service Representatives handle varied types of inquiries related to both individual and business taxes.

